

Issue	Possible Causes	Actions
<b>Contact Campus ITS</b>	The campus ITS is the first point of contact when troubleshooting the multi-function printers (mfp). If the campus ITS is not available, then teachers may send the information to the district mfp contact.	When contacting the campus ITS, please provide the following information: - Date scanned - Approx. time scanned - Teacher ID - Teacher Name - Grade Level / Subject - Benchmark or Ad Hoc - A few student names - If a rescan is needed or not - Any error messages or time out issues - Location of the mfp - if campus has multiple machines
<b>Student's benchmark score is too low</b>	<b>"BLANK"</b> is displayed in the Student Grade Report because from the mfp perspective, the bubbling was too light or incomplete.	Use a #2 pencil and darken the "blank" bubbles for those questions (or ask the student to darken them) and rescan just this bubblesheet. <i>Please do not rescan the entire batch- this creates unnecessary duplicate data files.</i>
	<b>"MULT"</b> is displayed in the Student Grade Report because from the mfp perspective, there were multiple bubbles selected. The most frequent causes for "mult" issues are 1) an "image line" caused by debris build-up on the scanner glass and 2) stray marks or messy bubbling outside the bubble lines.	If the issue is due to debris on the scanner glass, <b>clean the scanner glass</b> with a soft cloth. If the issue is due to a stray mark or messy bubbling, carefully erase the stray marks, and in either case, rescan just this bubblesheet. <i>Please do not rescan the entire batch- this creates unnecessary duplicate data files.</i>
	Printed and scanned the wrong bubblesheets.	Shred the "wrong" bubblesheets and reprint the correct forms. <b>If</b> the benchmark window is closed, then the principal will have to call the district mfp contact for an override password to reprint the correct bubblesheets.
	Reversed the ABCD scoring rubric	CAREFULLY erase the writing composition bubbles, bubble them correctly, and rescan all affected bubblesheets. (FYI...This option may not work depending on how dark the composition bubbles are darkened. The mfp may show MULT for multiple bubbles. In that case, new bubblesheets must be printed, answers transcribed, and rescanned.)
	Forgot to bubble in the writing composition scores before scanning.	Bubble in the composition scores and re-scan. The Assessment Department must replace each of the lower scores with the higher scores before the data is uploaded into the data warehouse.
	<b>ERROR #3 (#31 or #3100)</b> displayed in the Student Grade Report because from the mfp perspective, the bubbles are not aligned with the Lexmark software.	Contact the campus ITS and/or the district mfp <u>contact</u> and provide the information listed above. Additional research is needed to resolve this error.

Issue	Possible Causes	Actions
<b>Did not receive an e-mail with results immediately after scanning</b>	<p>The most frequent cause of a user not receiving an e-mail with the results is due to the mfp timing out while waiting for an answer. The data are not transmitted when the mfp times out.</p> <p><b>NOTE:</b> The mfp times out after 90 seconds of inactivity.</p>	<p>Users will receive a message on the prompt screen at the end of the scanning process that reads, <b>"Grading completed with no errors. All results successfully delivered."</b> If the user does not receive this message, then the scanning either timed out or was unsuccessful.</p> <p>Users should re-scan and monitor the mfp to make sure that all bubblesheets scan successfully.</p>
<b>"Barcode Read Error" message</b>	<p>The most frequent cause for this message is scribbling in the barcode or the corner of the bubblesheet is folded over the barcode</p>	<p>Check for marks in the barcode areas of the student's bubblesheet. If any are found, either erase the stray marks and rescan the batch again or transcribe the student's responses onto a new bubblesheet and rescan the batch again.</p> <p>If the corner of a bubblesheet has been folded over, unfold the corner and rescan the entire batch again.</p>
<b>Paper Jams</b>	<p>The most frequent cause for this message is a misaligned paper guide.</p>	<p>The paper guides are located on the top of the automatic document feeder. Cancel the job, remove the jammed paper, re-align the paper guides, look for the <b>green light</b>, and re-scan the bubblesheets.</p>
<b>"LDSS" message</b>	<p>The most frequent cause for this message is that the machine is not communicating with the server. However, the message can also appear when there are high traffic volumes on the server (i.e. six weeks exams, printing report cards, etc.).</p>	<p><b>1st</b> - check the network connection cable to confirm that it is connected properly, then</p> <p><b>2nd</b> - power down the multi-function printer and restart the machine.</p> <p><b>3rd</b> - <u>Contact the campus ITS or the district mfp contact</u> if the message remains after restarting the machine. Additional research is needed to resolve this issue.</p>
<b>"Contact System Administrator" message</b>	<p>This message can be generated by a variety of issues; usually a software or communication error between the mfp and the district server.</p>	<p><u>Contact the campus ITS and/or the district mfp contact</u> and provide the information listed above. Additional research is needed to resolve these issues.</p>